Austin Water Prepares for Winter at Water Treatment Plants

Austin Water has completed important work and continues to take steps to prepare its three water treatment plants for potential freezing temperatures that include: repairs to broken pipes, valves, and basins that sustained damage from winter storm Uri; insulation of exposed piping; and stocking up on supplies such as sand and deicing fluid to assist with transportation challenges, as well as safety supplies for staff onsite round the clock during an emergency. Austin Water also modified its winter maintenance schedule so that treatment plants are capable of quickly increasing water production if demand sharply increases due to dripping faucets or leaks due to burst pipes. Power resiliency improvements are underway with new electrical substation projects at Ullrich and Davis Water Treatment Plants. More than 10,000 Winter Preparedness Toolkits have been distributed to Austinites to help customers prepare for a severe freeze event.

Business Excellence & Innovation

My ATX Water, Austin’s Smart Water Meter System is in full swing, working to install 250,000 new digital water meters city-wide between now and 2025. As of December more than 20,000 meters have been installed. Aclara, Austin Water’s certified contractor, will hire additional technicians to increase the number of meter installs each month. Customers have also been signing up for the My ATX Water portal, where they can see their water use data in near-real-time, receive water alerts, and find ways to save water and money. The portal is currently around a 50% adoption rate after customers receive their new meter.

Affordability

Affordability efforts continue as Austin Water implemented a multifamily CAP program in 2021 and continued debt management strategies for debt service savings. Austin Water continued a 10 percent reduction in water and wastewater rates for our most vulnerable low-income customers enrolled in the City of Austin’s Customer Assistance Program (CAP) for the entirety of fiscal year 2022. Affordability efforts continue as Austin Water implemented a multifamily CAP program in 2021 and continued debt management strategies for debt service savings.

Affordability

- Annual Residential Bill is to stay at or below 1.5 percent of Austin Median Household Income (MHI)
- Avg. Bill as % of MHI
  - FY 2022 Target <= 1.5%

Employee Engagement

Employee Turnover Rate

- FY Annual Target: < 8.5%
- FY 2021: 10.47%
- FY 2020: 11.25%
- FY 2021 10.47% (5.7% below target)

Monthly Vacancy Rate Calendar Year 2021

- Monthly Target: < 5%
- FY 2022: 10.25%
- 2022 Study Wave 2 of 4 JD Power Overall Index 698

Financial Health

- Standard & Poor’s Bond Rating
  - Standard & Poor’s rates companies on a scale from AAA to D.
  - Austin Water’s target is a rating of AA indicating a very strong capacity to meet financial commitments.

Employee Engagement

- FY 2020: 11.25%
- FY 2021: 10.47%
- FY 2021 10.47% (5.7% below target)

Customer Satisfaction

- JD Power Overall Index
  - 2019: 743
  - 2020: 777
  - 2021: 756
  - 2022 Study Wave 2 of 4 JD Power Overall Index 698

Leak Detection Technology: Linear feet of leak detection performed on large diameter water transmission lines

- Annual Target: > 36,960
- FY20: 0 ft.
- FY21: 5000 ft.
- FY22: 10000 ft.
Customer Collaboration

Sanitary Sewage Overflows investigated within one hour of customer calls

Quarterly Target: > 95%

Infrastructure Stability

Water Leak Management Index (Infrastructure Leak Index)

The current annual real losses divided by the unavoidable annual real losses. The data that this calculation is based on is derived from the annual water loss audit.

Annual Target: < 2.7

Reduce operational risks by successfully completing at least 80% of the Austin Water Capital Improvements Program on identified priority infrastructure needs annually.

Percentage of actual CIP spending to budgeted CIP spending

Annual Target: > 80%

Facility Assets in Fair or Better Condition

The state of the assets that comprise the treatment, pumping, and storage facilities.

Annual Target: > 80%

Water Supply Sustainability

New Conservation Measures Implemented

Reclaimed Water Customers:

Customers using reclaimed wastewater for beneficial purposes.

- Provided reclaimed water for irrigation in 1974, making our system one of the oldest in the Texas
- Approximately 1.4 billion gallons of water used in 2018, about 3% of the City’s total water demand
- Consists of 63.4 miles of reclaimed water transmission mains
- Future plans for the system consist of over 130 miles of mains and over 8 billion gallons used annually

Drinking Water Quality Calendar

Year 2020: Cloudiness of water (turbidity)

Measured turbidity “cloudiness of water” is the indicator of the effectiveness of our filtration systems.

Our target is to keep treated drinking water turbidity level at 0.10 Nephelometric Turbidity Unit (NTU) or less.

- 0.3 NTU
- 0.2 NTU
- 0.1 NTU
- 0.0 NTU

Utility Target: less than 0.1 NTU

Wastewater Quality Calendar

Year 2020

Keeps the Carbonaceous Biological Oxygen Demand (CBOD) concentration from our wastewater treatment plants discharging at 3.0 mg/L or less.

- 10 mg/l
- 8 mg/l
- 6 mg/l
- 4 mg/l
- 2 mg/l
- 0 mg/l

Utility Target: less than 3.0 mg/l

See the 2020 Annual Water Quality Report here